TAKING CHARGE OF THE AIR TRAVEL EXPERIENCE

A Guide for Persons with Disabilities

Canadian Transportation Agency
Office des transports du Canada

Canada

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Also available on the Internet at http://www.cta-otc.gc.ca

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On peut également obtenir le présent Guide en français : *Être maître de la situation — Guide de transport aérien à l'intention des personnes ayant une déficience*

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CTA·OTC

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Safety Matters

Safety on board aircraft is the responsibility of the Department of Transport [not the Canadian Transportation Agency (CTA)]. In this regard, the Department has made safety regulations under the *Aeronautics Act*.

Nothing in this Guide relieves any air carrier from complying with these safety regulations.

If you have any questions regarding safety matters, please address them to:

Chief, Cabin Safety Standards
Civil Aviation
Safety and Security Group
Transport Canada
Tower C, Place de Ville
4th Floor, 330 Sparks Street
Ottawa ON K1A 0N8

Tel.: (613) 990-1048
Fax: (613) 954-1602

Making Specific Needs Known

Use this Guide to complement *Fly Smart*

This Guide, prepared by the Canadian Transportation Agency (CTA), is designed to help travellers with disabilities plan and prepare their trip by air within Canada. It complements *Fly Smart*, the CTA's consumer brochure which contains valuable information about flying to, from, and within Canada.

Both documents were prepared in consultation with Canada's air travel industry and consumers. They are available from the CTA and a number of travel agents. (For information on how to reach the CTA, see the inside cover of this Guide.)

The information in this Guide reflects services offered by carriers operating in Canada and may also be helpful in planning an international journey.

☐ Inform service providers about specific needs

Travellers with disabilities should take an active role in informing service providers about their specific needs.

The following steps should be considered in the planning and preparation of a successful journey by air:

- ☐ Acquire vital information before travel decisions are made.
- ☐ Determine individual needs.
- ☐ Identify service providers equipped to meet those needs.
- ☐ Contact service providers to ensure needs are met.

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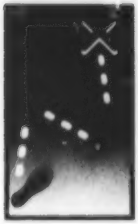
Steps Along the Way



A traveller's imagination is a valuable asset

The wise traveller knows that going through a trip in his or her own mind will help identify omissions and oversights which might otherwise jeopardize a great journey.

For travellers with disabilities, such a trial run should cover every step of the trip — from selecting the appropriate flight to acquainting themselves with the destination.

Doing things systematically will help avoid problems

The following suggestions should serve to ensure a successful and pleasant air trip:

- ☐ Make all needs known when making travel arrangements.
- ☐ Ask for confirmation in writing of all services to be provided.
- ☐ At different times, check, double-check, and triple-check travel arrangements.

Things to keep in mind

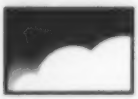
☐ Information is needed to make the right decision

Before booking a flight, travellers with disabilities should obtain all relevant information about timetables (schedules), fares and services available to them, including accessible transportation to and from the airport.

☐ Services may vary from one carrier to another

Charter and package tours may offer different types or levels of service than regularly scheduled flights.

- One carrier may be equipped to meet a specific need more adequately than another.
- Some services may not be available at all destinations.
- Not all aircraft can carry large mobility aids.



Self-identification of a disability is a vital step

The process of self-identification is one in which travellers voluntarily identify disabilities to ensure that appropriate services will be in place when required during the trip.

Travellers need not discuss personal details about their disability. Carriers require only information related to the services to be provided.

☐ Travellers with disabilities know their needs

A carrier will accept the word of a person with a disability that he or she will not need extraordinary services during the trip. Extraordinary services not usually provided by carriers include personal services such as:

- ☐ helping a passenger eat and drink
- ☐ helping a passenger take his or her medication
- ☐ providing personal help inside the washroom
- ☐ providing passenger information when verbal and written communication is not possible
- ☐ accompanying a passenger requiring supervision for medical reasons.

Medical documents will likely have to be provided to travel with an attendant at a reduced fare

If one or more of the personal services not provided by a carrier is required during a trip, a traveller with a disability will only be allowed to travel if accompanied by an attendant.

On domestic flights, many Canadian charterers and scheduled airlines voluntarily offer a 50 percent discounted fare for personal attendants.

Carriers usually require relevant medical information before approving a traveller's application to travel with an attendant at a reduced fare.

For frequent flyers, some carriers will issue a permanent medical card (commonly known as FREMEC) containing all of the information required to travel with an attendant.

Futhermore, many Canadian carriers maintain a permanent PNR (passenger name record) file for passengers with disabilities who travel frequently. This PNR uses the person's phone number for identification and allows important information to be filed so that the passenger does not need to re-request special services each time a reservation is made.

Question

Are all aircraft washrooms accessible to a person using an on-board wheelchair?

Answer

No. Creating accessible washrooms on aircraft is a difficult task due to limited space and the variety of layouts (configurations) of aircraft cabins.

1. By 1999, all aircraft of 30 or more passenger seats with **one** aisle should have a washroom with certain accessibility features, but which **cannot** accommodate a person in an on-board wheelchair (small collapsible wheelchair carried on the aircraft).
2. By 2002, all aircraft of 30 or more passenger seats with **more than one** aisle should have a washroom accessible to persons with disabilities, **including** a person using an on-board wheelchair.

All two-aisle aircraft and only **some** one aisle aircraft should have an on-board wheelchair. It may be necessary to ask a carrier to ensure an on-board wheelchair is made available on the aircraft.

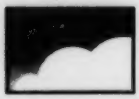
Because it has limited access, a washroom accessible to a person using an on-board wheelchair can often be used only if you can stand and pivot. The newer, larger generation of aircraft offer more accessibility features. Ask the carrier to explain in detail what to expect once you are inside the accessible washroom.

Question

I have to travel with an attendant who provides personal services in the washroom. Will the attendant be allowed to help me in the aircraft washroom?

Answer

Yes, but only aboard certain aircraft (see the previous question and answer). If you are using an on-board wheelchair, the washroom will need to be large enough to accommodate you, the wheelchair and an attendant. Enquire about this before selecting your flight and making reservations.



Selecting the right flight

☐ The type or interior layout of an aircraft can be important factors

Ask questions about the interior layout (configuration) of the aircraft and services available on board.

- ☐ Is there space in the cabin to store mobility aids, including folding walkers, crutches and personal folding wheelchairs?
- ☐ Does the aircraft carry an on-board wheelchair?
- ☐ Is there adequate space for service animals?
- ☐ Is the washroom accessible to an on-board wheelchair?
- ☐ Is an alternative means of communication available for travellers who are hard of hearing?
- ☐ Are services available for travellers with reduced vision?
- ☐ Does the aircraft have seats with movable armrests?

☐ Consider as many factors as possible

- ☐ Travellers who prefer to leave and arrive when airports are not crowded should consider travelling at off-peak hours.
- ☐ When the length of time taken to complete the trip is an issue, the number and length of stops need to be taken into account.
- ☐ When a traveller finds it difficult to move about, he or she may want to avoid flights that require transferring from one plane to another.

If no boarding ramp is available to access the aircraft, a boarding device or stairs will have to be used.

Question

Will self-identification put me at a disadvantage?

Answer

No. Any information you give about your disability will be used only to provide you with the travel-related services you require.

Question

Do I require medical clearance to travel?

Answer

No. As a rule, persons with disabilities do not require medical clearance to travel by air in Canada. Some people with medical situations require advanced approval to travel. Health-related services, such as the provision of supplementary oxygen may require medical clearance. You may need a doctor's certificate to travel with an attendant at a reduced fare.

Question

Can a carrier refuse my business because of my disability?

Answer

No. You have the right to select any of the services offered by regularly scheduled and charter carriers in Canada. There are no disability-related restrictions on when you choose to travel, your choice of aircraft, or the variety of fares available.

Question

Will I have to pay extra for the disability-related services I request?

Answer

No, disability-related services are provided at no additional cost to travellers with disabilities. However, services to meet medical needs are not covered under disability-related services. Therefore, you may be required to pay for some services, such as travelling with an attendant (who frequently travels at a reduced fare) or using items like supplementary oxygen.

Making reservations

☐ Identify and list the various services required during the trip

Travellers with disabilities may make arrangements to obtain assistance in:

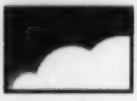
- ☐ registering at the check-in counter
- ☐ proceeding to the boarding area
- ☐ boarding the aircraft and deplaning
- ☐ storing and retrieving baggage
- ☐ moving to and from an aircraft washroom
- ☐ proceeding from the aircraft to the general public area
- ☐ proceeding to a representative of another airline for a change of flight
- ☐ transferring from a personal mobility aid to a carrier's mobility aid and vice versa
- ☐ transferring from a mobility aid to a passenger seat and vice versa.

☐ Ask for written confirmation of the services to be provided

Upon request, carriers will issue a written confirmation of the arrangements and services they have agreed to provide the traveller with a disability.

A written confirmation can be helpful. It should be requested at the time of reservation from either carriers or travel agents.

Travellers should also keep –- for future reference — a summary of the disability-related services (as well as the time and date of their flight) that they request. The summary should include the name and telephone number of the individual or firm contacted, as well as the date and time of the requests.



When confirming travel arrangements, also confirm relevant information

Confirming that all the information is correct is the final step in the reservation process. Travellers are advised to double-check that the following are correctly identified:

- ☐ Disability for which services are required.
- ☐ List of all disability-related services for which a commitment has been made.
- ☐ Date, time and place of departure, as well as arrival time.
- ☐ Check-in time at the airport.
- ☐ Luggage allowance, not counting mobility aids, which are carried free of charge.
- ☐ Seat assignment.
- ☐ Class of service, including meals and snacks to be served on board.
- ☐ Number and length of stops, including overnight stopovers.

Question

Can I be sure my needs will be understood?

Answer

Yes. Most carriers and airport operators are required to train their employees and contractors to provide suitable services to persons with disabilities. Personnel dealing with the public receive general sensitivity training to help them identify and respond to the needs of travellers with disabilities. To assist the service provider, it is of the utmost importance that you express your needs.

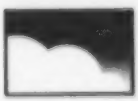
Question

Is it possible to arrange for a special meal on board an aircraft?

Answer

Yes. Requests from a special selection of meals should be made at the time of reservation.

Travellers who need to eat or drink at regular intervals, such as diabetics, should also make their needs known when making their reservation. It may be useful to carry your own snacks in case of travel delays.



Seat selection

☐ Travellers with disabilities may request appropriate seating arrangements

Travellers with disabilities may request appropriate seating to accommodate their needs when:

- ☐ They need to transfer from a wheelchair to a passenger seat. A seat with a movable armrest will have to be provided.
- ☐ Additional floor space is required to accommodate disability-related needs.
- ☐ Verbal or visual communication is aided by seat location. Some passengers will benefit from a better view of the flight attendant's safety features demonstration or of the video screen. Other passengers are aided by a location where they can hear staff more easily.
- ☐ They are hard of hearing and wish to sit as far away from aircraft engines as possible. This makes it easier to carry on a conversation or hear in-flight announcements.

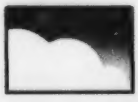
Reserve that seat at the first opportunity

Most scheduled airlines allow passengers with disabilities to select their seats when making their reservation. Carriers do not, however, provide specialized features on the seats (for example, back supports and elevated foot rests).

Charterers may not assign seats until 24 to 48 hours before the flight, or at the check-in counter on the day of the flight. Nonetheless, they need to be informed, when reservations are being made, that a passenger will require appropriate seating.

It may be necessary for travellers with disabilities to consider more than one possibility before identifying the appropriate seat.

In selecting the appropriate seat or seat location, some travellers find it useful to consult a diagram of the seat configuration. Diagrams are usually found in carrier publications that are available, upon request, to all travellers. Airline Internet sites are also an excellent source of information.



Question

Is there anything I can do if the seat best suited to my needs has already been assigned?

Answer

Yes. Seats best suited to the needs of travellers with disabilities should be the last seats assigned to other passengers. Verify that the seat you require has been assigned to a person with a disability. If it has, you will have to select another seat, or take another flight. If not, request that the seat be reassigned.

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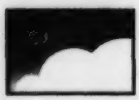
Question

Can travellers with disabilities be required to occupy designated seating at airports?

Answer

No, you cannot be obliged to sit in a designated area although some airports may provide such an area for your convenience. Some travellers with disabilities like to use designated seating to be near the boarding gate.



Question

Can a passenger with a disability sit in an emergency row seat on the aircraft?

Answer

No. Transport Canada's safety regulations do not allow certain travellers to be assigned emergency exit row seats. For example, children, pregnant women and passengers with disabilities cannot be assigned emergency exit row seats.

Preparing for the trip

☐ Give carriers as much notice as possible

Carriers must ensure proper arrangements are in place when they are given at least 48 hours notice.

Where it is not possible to give 48 hours notice, carriers will make a reasonable effort to meet specific needs.

☐ Documents may be required for the trip

In addition to a ticket and personal identification, it is wise to carry documents that pertain to specific needs or arrangements. For example:

- ☐ to confirm any arrangement made with the carrier regarding the provision of specific services
- ☐ to confirm arrangements under which an attendant is travelling with a passenger with a disability
- ☐ to show that a service animal has been trained by a qualified institution.

Documents and medication should be kept within easy reach

All documents and medication should be carried in the passenger's hand luggage. Medication should be easily accessible.

Question

I may need to see a doctor or access hospital services while I'm away from home. Is there anything I should know or do before I leave?

Answer

Yes. Carry your provincial health card with you at all times. If you also have a private insurance plan, carry that card with you as well. When specialized health services are required, enquire about their availability at your destination.

On the Move

Getting to the terminal

Make arrangements well in advance to get to the airport

Travellers with disabilities should identify the method of transportation to the airport that is best for them and make the necessary arrangements as soon as possible. Travellers can get to the airport in a private vehicle or, to most airports, with providers of accessible ground transportation services (for example: taxi, limousine, or shuttle bus).

Designated parking is usually available at the terminal entrance for private vehicles bearing proper and recognized disability identification.

Question

Can I find out ahead of time about the availability and location of designated parking?

Answer

Yes. Airport authorities will inform you about the availability and location of all designated parking at the airport. When making your reservation, ask for the appropriate telephone number.

At the terminal

☐ Assistance at the terminal entrance may be available

The day, time, and location of such a service — if available — has to be arranged in advance with either the air carrier or airport operator.

To get to the right place at the right time, travellers may need to let ground transportation service providers know ahead of time of these "greet and assist" arrangements.

☐ Travellers use various strategies to find their way inside a large airport terminal

Travellers may choose from a number of arrangements to get to the appropriate check-in counter.

- ☐ A carrier or airport official, a commissionaire, or a security guard may assist in directing travellers to the proper check-in counter.
- ☐ Many airports have a help desk near the main entrance, where information and assistance are available. Numerous travellers seek this out.

- Some travellers visit the airport a few days before departure to get acquainted with the layout of the terminal.
- They can request from the airport authorities, ahead of time, a map of the terminal. This way, they can chart the route they need to follow.
- Someone who knows the terminal can accompany travellers to the airport. This can be a family member, a friend, a volunteer, or a taxi driver.

Question

Are different check-in counters available?

Answer

Yes. In addition to general check-in counters, larger airports have individual check-in counters for specific flights. At times, check-in can also be completed at the boarding gate for travellers who already have their ticket and don't need to check any luggage. Many airports have check-in counters with accessibility features or services. Enquire about these ahead of time.

Question

I can't walk long distances or stand up for a long time. Can I get a wheelchair once inside the airport terminal?

Answer

Yes. Carriers have manually-operated wheelchairs available at airports. It is best to request one ahead of time. If necessary, you can also request assistance to reach the boarding gate or the door of the aircraft.

Checking in

Reconfirm arrangements when checking in

Travellers who have arranged for specific services should reconfirm them with the carrier representative.

Any variance or changes should be addressed at this time. This process will be simplified if the traveller has written confirmation of the agreed-upon arrangements.

Travellers who request assistance to get to the boarding gate will be met at the check-in counter by carrier staff.

Travellers who would rather have an acquaintance escort them must make such arrangements in advance. A pass will be required to allow the acquaintance through security.

Passengers in a personal manual wheelchair can often use their own wheelchair to get to the boarding gate.

Question

I use an electric wheelchair. Does that mean I have to transfer to a carrier's wheelchair at the check-in counter?

Answer

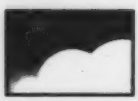
Yes. In most cases, carriers need more time to prepare an electric wheelchair for carriage aboard the aircraft. Disassembly and packaging of the batteries is part of the process. Check with carriers for situations where the transfer can be done later.

Question

Will carrier personnel discuss the transfer technique with me?

Answer

Yes. Carrier personnel are trained to assist you in transferring between mobility aids. You should point out to them the transfer technique you prefer. You are also encouraged to voice any discomfort you experience during the transfer. The use of another technique may be necessary.



Question

Are other types of assistance available at the check-in counter?

Answer

Yes. Dedicated pen and paper are usually available at major airline counters.

Question

I feel uneasy about going through security because of my disability. Will they understand my needs?

Answer

Yes. Security personnel at airports are trained to identify and respond to the needs of travellers with disabilities. They must do their work in order to ensure your safety and that of all travellers. Alternative screening methods may be used. Wheelchair users may expect a manual search and can request that this be performed in private. Security clearance will be performed in a dignified manner.

Boarding the aircraft

Passengers with disabilities who would like assistance boarding the aircraft may ask that carrier personnel assist them. This can be reconfirmed when checking in.

☐ It may be necessary to use boarding devices to get on or off an aircraft

Where there is no boarding ramp to access an aircraft, passengers with disabilities may require the services of a lift device to board the aircraft. Upon request, the operator will explain how the lift device works and what to expect when it is in operation.

Boarding by a lift device is usually conducted in private and completed before other passengers board the aircraft. Also, deboarding is usually conducted after other passengers have left.

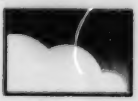
Wheelchair users will need to transfer to a smaller (aisle) wheelchair

Personal wheelchairs are too wide for many lift devices and to navigate the narrow aisles on aircraft. Therefore, wheelchair users will be asked to transfer to a smaller chair, provided by the carrier, to get to their seat. Carrier staff can help passengers transfer from their mobility aid to the aisle wheelchair and, then, to their passenger seat.

Passengers should ensure they are secure and comfortable in the aisle wheelchair before being moved.

Passengers with specific needs can use pre-boarding services

Pre-boarding can be provided to passengers who want privacy when provided with certain services or to passengers who need additional time to board the aircraft.



Question

Can I transfer to an aisle wheelchair at the last minute?

Answer

No, not at the last minute. You can transfer at the boarding gate if you are using a manual wheelchair. The carrier has to prepare your wheelchair for transport and take it to the aircraft for storage. This can be time-consuming. Your chair must be carried as priority baggage.

Question

Although I have a disability, I do not need assistance to board. Do I have to use pre-boarding?

Answer

No. Pre-boarding is a service provided to passengers who choose to use it. As a rule, passengers with disabilities are not obliged to use this service.

Passenger information is available in various formats

Carriers provide supplemental briefing cards in large print and braille versions. These are available from flight attendants.

In addition to individual safety briefings, passengers with disabilities may request a personal briefing to get needed information on the following:

- ☐ layout of the aircraft
- ☐ position and handling of individualized controls on the passenger seat
- ☐ operation of battery-powered or electronic equipment during flight.

Question

Can I store my small mobility aid on-board?

Answer

Yes. Storage space is available in the cabin of the aircraft for small mobility aids. Cabin crew will help stow them away on departure and retrieve them on arrival. Small mobility aids include canes, folding walkers and crutches. Flight attendants can also help store and retrieve carry-on baggage and coats in the overhead bins.

During the flight

In-flight announcements are for all passengers

These announcements usually concern flight-related information about the weather, scheduled stops, delays, connections, rerouting, baggage retrieval, and food and beverage service. Passengers who are deaf or hard of hearing may request that the information be provided to them individually. This request should be made when making a reservation.

Limited assistance is available at meal time

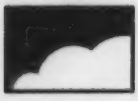
At meal time, assistance available to passengers includes describing the choice of food and food tray layout, pouring any liquids such as salad dressing, opening packages, and cutting food upon request.

☐ Limited assistance is available at the washroom

Passengers with disabilities, including those who use an on-board wheelchair, can request assistance from flight attendants to get to and from the washroom.

Where the washroom is accessible to a person in an on-board wheelchair, flight attendants can help move the chair to and from the washroom.

If requested, flight attendants will inform passengers with disabilities as to fixture location and use.



Question

Can I expect flight attendants to assist me in removing and putting on my overcoat?

Answer

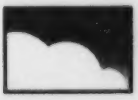
No, although many flight attendants do provide this service as a courtesy.

Question

Will flight attendants assist me in drinking, eating my meal, or in taking my medication?

Answer

No. These are not services provided by flight attendants. If you need assistance to drink, eat your meal or take your medication during the flight, you should travel with a companion or personal attendant.



Question

Can I get any assistance from flight attendants inside the washroom?

Answer

No. Flight attendants do not provide any personal assistance inside the washroom. If you require this service, it is necessary to travel with a personal attendant.

Leaving the aircraft

Assistance similar to that provided at boarding is available when deplaning

When leaving the aircraft, passengers can obtain assistance similar to that provided at boarding. Services which are usually provided after other passengers have exited the aircraft, include:

- retrieving small mobility aids and baggage stored in overhead bins
- transferring to an aisle wheelchair
- assistance to persons with reduced mobility in reaching a carrier-provided manual wheelchair or electric cart.

Passengers who arranged for assistance will be met by a carrier representative who will help them:

- get to their destination inside the terminal
- meet staff of another carrier to catch a connecting flight
- or retrieve their mobility aid or baggage.

Carrier staff positioned by the arrival gate, at the end of the loading bridge, will offer assistance and direction to deplaning passengers. Those who encounter unexpected problems can also ask for help at this time.

Inside the terminal, information on flights is displayed electronically on large TV screens for the benefit of passengers catching a connecting flight. Carrier personnel can be asked to provide this information to passengers unable to read the screen.

☐ Carriers are responsible for a mobility aid during transport

Carriers are responsible for any mobility aid damaged or lost while it is in their care. Airlines will normally inspect the mobility aid at the time of acceptance as well as at the time of its return to the passenger. Ask about the results of these inspections.

When a mobility aid is damaged during transport, the carrier must pay to have it repaired. If it's lost, they must replace it with equipment of similar quality. In both cases, the carrier must provide a suitable replacement until the matter is fully resolved.

Mobility aids should be thoroughly checked upon arrival

When a passenger retrieves a mobility aid, he or she should examine it thoroughly to ensure it was not damaged during transport and that it was reassembled correctly.

When a mobility aid is lost or damaged, it should be reported immediately to the carrier, before leaving the airport.

Passengers should also ask for a written report describing the aid, the damage incurred and the steps the carrier will take to deal with the situation.

Carriers will provide travellers with information on claim procedures. All travellers, including those with disabilities, should acquaint themselves with these procedures before leaving on a trip.

Question

Is there a procedure to follow to report damage to or loss of my mobility aid during transport?

Answer

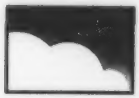
Yes. If a carrier representative is providing assistance, he or she should be able to help you. If you are by yourself at a larger airport, you should report the situation to the baggage desk attendant near the baggage carousel. At smaller airports, you may need to find a carrier representative or go to the check-in counter to make a claim.

Question

Should I leave the airport and later report damage to my mobility aid?

Answer

No. It is always best to report damage to your mobility aid to the carrier before leaving the airport. It could otherwise be difficult for you to establish that the damage was done before you took possession of your mobility aid.



Leaving the airport

☐ Accessible ground transportation services are available at most airports

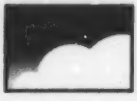
When ground transportation (shuttle bus, limousine, taxi) service providers can't provide the chosen service, they will offer alternative accessible transportation at no extra cost.

Ground transportation providers must carry service animals. Where a driver has a documented medical reason outlining why he or she cannot do so, the driver or service provider will obtain another vehicle for you.

☐ Determine rates or fares before leaving the airport

Travellers who cannot read a taxi meter or fare schedule should ask what the approximate fare is before leaving the airport. Ground transportation service providers must provide their fares. If requested, drivers will explain how fares are determined and provide travellers with a receipt at destination.

Travellers can also request the name of the service provider and the driver, as well as the vehicle number.



Question

I use a scooter to get around. Can anything be done if the shuttle bus can't accommodate me?

Answer

Yes, but only at airports that provide accessible transportation. If you can't be accommodated because the bus is full, you will have to wait for the next bus. If it's because none of the buses are accessible, the operator will offer you other accessible transportation; for example, a taxi or limousine, at a cost no greater than the shuttle bus fare.

Travelling outside Canada

☐ Use this Guide to plan a trip abroad

While this Guide is designed to assist persons with disabilities travelling within Canada, many of the suggestions can be applied to travel abroad. This is particularly true in areas such as planning and confirming all arrangements.

However, travellers are advised to consult other sources of information for air travel outside of Canada.

Some suggestions are: *Bon Voyage ... But* (Foreign Affairs and International Trade Canada), *I Declare* (Revenue Canada) and *Fly Smart* (Canadian Transportation Agency).

Question

I'll be visiting countries other than Canada. Will I require any special documents?

Answer

Yes. The best document to use abroad for personal identification is your passport. If you are travelling with a service animal, an international health certificate and proof of vaccination is usually required. Enquire about quarantine requirements when planning your trip.

Question

When I travel to other countries, can I take my prescription and non-prescription medication with me?

Answer

Yes, for most medication. It is very important to find out ahead of time what restrictions or requirements — for both prescription and non-prescription medication — are imposed by the country you plan to visit.

Be sure you take along a prescription for your medication.

For example, some medication which does not require a prescription in Canada may either be banned or require a prescription in another country.

Question

I'm going on a trip outside Canada. Can I put all my medication in one bottle, or in a daily pill organizer?

Answer

No. Never mix your medication when travelling to another country. All medication should be carried in the container supplied by the drugstore, the one with the prescription label affixed to it, and on which your name appears.

Bon Voyage to All

At different times, check, double-check and triple-check travel arrangements

While it's advisable for all travellers to check and double-check their travel arrangements, for travellers with disabilities, it's almost imperative.

The majority of travellers with disabilities recognize the need to take charge of their trip, to enlist the assistance and cooperation of service providers. They know the importance of acquiring appropriate information and of making this information available to others.

They understand the need to confirm and reconfirm arrangements and services requested.

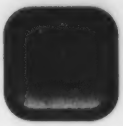
They have learned that planning and preparation are essential to a successful and enjoyable air travel experience.

☐ Helping others benefits all travellers

Experience is a valuable asset. Travellers are urged to share their comments, ideas, solutions and experiences with others. This, of course, works both ways, and travellers may find it valuable to draw on the experience of other travellers with disabilities when planning their own journey by air.

Travellers can also pass along this booklet and encourage other travellers with disabilities to travel.

Checklist



Travellers may find the following checklist helpful in planning their trip. It complements the information contained in the Guide and can be easily photocopied by travellers who wish to use it when they travel.

The checklist is designed to be used by all travellers with disabilities so certain items will not apply to individual travellers.

When booking your flight, did you:

- ☐ identify yourself as a person with disability-related service needs?
- ☐ acquire needed information about timetables (schedules), fares and services?
- ☐ request appropriate seating to meet your needs?
- ☐ request and receive a written confirmation of all arrangements and services your carrier has agreed to provide?
- ☐ keep a summary of all disability-related services you requested?

- ☐ confirm that all information — such as date of departure and time of flight — is correct?
- ☐ give carriers at least 48 hours notice to ensure all services are in place?

Before the day of departure, did you:

- ☐ make arrangements to get to the airport?
- ☐ arrange for assistance to get to the check-in counter upon your arrival at the airport?

Before leaving for the airport, did you:

- ☐ verify your flight is not delayed
- ☐ leave time to transfer to a smaller (aisle) wheelchair at the airport?
- ☐ place your medication in your on-board luggage and within easy reach?
- ☐ ensure relevant documents are in your possession on board and within easy reach?

When at the airport, did you:

- ☐ reconfirm all arrangements when checking in?

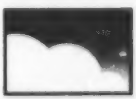
- ☐ confirm results of carrier inspection of mobility aid?

Before leaving the airport of destination, did you:

- ☐ check your mobility aid thoroughly?
- ☐ immediately report to the carrier, the loss of or damage to your mobility aid?
- ☐ determine rate or fare from ground transportation service provider?

If travelling abroad, did you:

- ☐ bring your passport?
- ☐ take your provincial health card as well as any private health plan cards?
- ☐ bring your medicine in the container supplied by the drugstore, the one with your name and the prescription label on it?
- ☐ include an international health certificate for your service animal in your on-board luggage?
- ☐ enquire about quarantine or permit requirements for your service animal in the countries you'll be visiting?



The Canadian Transportation Agency (CTA) can help you

Here are some suggestions which may be helpful if you encounter an obstacle when travelling by air in Canada. Problems can often be resolved between a traveller and the transportation service provider.

- Explain what you need to the people responsible for providing the service.
- If you are not satisfied, contact the management of the service provider and try to resolve the problem.

If your efforts are not successful, you may file a complaint with the CTA. To know more about this process, ask the CTA for a copy of the brochure called, *Accessibility Complaint Guide*. It can be obtained from the address below or if you call one of the numbers listed on the inside front cover of this brochure.

Accessible Transportation Directorate
Canadian Transportation Agency
Ottawa ON K1A 0N9